

Amendments to the Specification:

Please replace paragraph [01] with the following amended paragraph to update the previously unknown US Patent Application No. references. No new matter is added.

[01] The application claims the benefit of U.S. Provisional Patent Application No. 60/317,199 filed on September 4, 2001. Further, this application is related to U.S. Patent App. No. _____ (~~Attorney Docket No. 021224-000120~~) 10/091,651, entitled “Systems and Methods for Deploying and Utilizing a Network of Conversation Control Systems”; and U.S. Patent App. No. _____ (~~Attorney Docket No. 021224-000130~~) 10/091,661, entitled “Systems and Methods for Using a Conversation Control System in Relation to a Plurality of Entities”, both of which are filed on a date even herewith.

Please replace paragraph [08] with the following amended paragraph to replace “repetitive read” with “repetitively read” as required in the Office Action. No new matter is added.

[08] Some solutions involve providing the entire sales approach to the employees in a binder. Alternatively, the sales approach can be provided to the employee as a text document reviewable by computer. While these solutions offer some aid to the employee, they still require the employee to ~~repetitive~~ repetitively read and execute the sales approach. This process is prone to errors and often not sufficiently flexible to allow a paper approach.

Please replace paragraph [142] with the following amended paragraph to replace “systems an methods” with “systems and methods” as required in the Office Action, and to replace “users” with “user’s”. No new matter is added.

[142] As can now be appreciated, systems ~~an~~ and methods according to the present invention are useful in relation to a number of different situations. For example, among others, the systems and methods according to the present invention can be used in a

telemarketing situation where a consistent, directed approach is desired. A script and presentation can be provided to engage a recipient in conversation. A ~~users~~ user's intellect is utilized to parse the conversation, and the conversation control system is used to direct and provide the user's portion of the conversation. Thus, in some embodiments of the present invention, a human mind is used to provide a human feel, yet the conversation control system assures a consistent approach.